



LOCKHEED MARTIN 
We never forget who we're working for™

Intranet Quorum®
Enterprise Contact Management and Workflow for Government



Turning Data into Knowledge and Knowledge into Action

Route

IQ's flexible workflow system makes following all kinds of business processes easy as you quickly route information for action, approval, or review. IQ even lets you route work to non-IQ users.

Track

By integrating comprehensive database management with superior workflow capabilities, IQ gives you more control over your vital information. Whether you are tracking people, documents, actions, or business records, IQ organizes your information for immediate access.

Respond

As postal mail, e-mail, faxes, and phone calls pour in to your office, IQ makes the job of responding faster than ever. With a smart design and powerful contact processing tools, IQ matches increasing volume with greater productivity.

Secure

Keep your data secure by limiting access to specific records. Information on people, workflow, correspondence, and even documents can be locked down using IQ Eyes Only. Records are secured on a case-by-case basis so that only the data you want to share will be available while the information you need to keep confidential can be sealed for secure access.



Intranet Quorum Enterprise Contact Management and Workflow for Government – Serving the People Through Better Information Technology

Every day people rely on you to solve problems, take action, and respond quickly. Lockheed Martin Information Technology (LMIT) helps you meet the challenge with Intranet Quorum® (IQ) – the out-of-the-box enterprise contact management and workflow system developed specifically to meet the needs of government offices. Its browser-based design makes it easy for anyone with internet experience to use. In one comprehensive application, IQ delivers superior workflow, database management, correspondence management, document tracking, and performance measurement. The result – consistent business processes, superior citizen service, and higher productivity.

The Power of IQ – Promoting Efficiency and Enhancing Productivity

Everyone benefits. Government staff enjoy the ease of use, efficiency, and flexibility of IQ. Managers gain immediate feedback and up-to-date status information. Executives receive documented results, trend analysis, and quick answers. Your entire team works in concert because access to information and the power to take action are at their fingertips.

Now you can automate steps, collect data, process requests, and prioritize your work. Among IQ's greatest assets is world-class correspondence management. Letters and documents can be scanned, converted to text, and routed to staff without pushing paper from desk to desk. E-mail and web requests flow seamlessly to subject matter experts for quick follow-up. All contacts including phone calls, personal visits, and meetings can be logged with action items captured for fast response.

IQ's powerful workflow lets you collaborate easily with anyone whether they share your IQ system or not. The unique Extended Workflow features integrate with your e-mail system to send task requests and receive responses while tracking the process from start to finish. When the response comes in, IQ records the action taken. Alerts identify overdue responses so you can follow up with your contacts to complete the tasks. The result – no more lost interactions or forgotten requests.

Every piece of incoming and outgoing correspondence mail, e-mail, phone call, or fax is assigned to the appropriate person or organization record. IQ allows you to not only manage incoming and outgoing correspondence; it lets you initiate workflow, monitor progress, track trends, and compile correspondence reports. IQ even helps you electronically manage internal correspondence, strengthening accountability procedures.

Organize

IQ's unique event tracking system is designed specifically for the demands of scheduling in a government office.

Whether scheduling for a top executive, individual staff, or a group of people, IQ helps you organize each day's events to ensure that every meeting will be covered by the best available staff.

Monitor

Stay on top of developing trends with IQ's Executive Dashboard – a real-time reporting system that helps you monitor the information you manage.

Your custom-configured dashboard alerts you to bottlenecks, tracks the volume of incoming and outgoing correspondence, provides aging statistics, and more.

Answer

Equip your staff with the knowledge they need to answer questions using

IQ's Knowledgebase and Call

Tracking applications. Every employee can become a subject matter expert with easy access to your organization's information.



Best Practices Delivered to You

Across the nation, IQ is delivering real savings to government representatives and their constituents. Leading federal agencies, the United States Senate, the United States House of Representatives, and the Executive Office of the President have all selected IQ. Each has a unique environment with a common need – fast, effective results. IQ has delivered with gains in efficiency, capability, and productivity. Managers report savings in time and money through less paper pushing, fewer wasted steps, reduced printing, and faster responses. It's a true best practices scenario – improved results for lower cost.

Consistent and Positive Results

Quick, precise, and efficient implementation services from LMIT establish a solid foundation for your project success. From pre-sales consulting to installation and from training to support, LMIT applies proven project management techniques to introduce your team to IQ's energizing benefits. LMIT account executives carefully coordinate with you to design a plan that leaves nothing to chance. We take into account your existing information technology, data conversion needs, training requirements, system administration resources, and more. The thorough planning, time-tested project management, and product superiority combine to forge a quick return on investment.

Tailored to Fit Your Unique Needs

What sets LMIT apart is a commitment to meeting the needs of our customers. Our IQ solution embraces your business processes rather than replaces them. We understand that each organization has unique and specific requirements. Our trained and experienced staff work with each customer to match IQ's feature-rich workflow to their environment. IQ's comprehensive database structure sets the standard for information management while IQ's user-defined fields conform to the special needs of each agency, department, or group.

Comprehensive Service and Support

LMIT offers a wide range of onsite and remote support services throughout the life of your IQ system. Whether you need product assistance or business process reengineering, LMIT staff are there when you need them. Project Managers and subject matter experts remain available beyond the initial implementation so as you continue your mission, you benefit from the continuity and focus of a dedicated support team. Even our product development staff and network engineers are accessible to you as you plan infrastructure changes or consider third-party integration efforts. As your enterprise evolves, you can count on LMIT to be there with a helping hand.





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Superior Citizen Service

Citizens need to know they are important. They need to know their concerns are your concerns. Ensuring that each citizen receives personalized attention can be a daunting goal when you are dealing with thousands of e-mails, phone calls, letters, faxes, and visits. IQ helps you achieve this goal, organizing your contacts along with a history of all their interactions with your office. Knowing who they are when they contact you makes it that much easier to meet their needs in an efficient and effective manner.

Since 1985, LMIT tracking solutions have handled millions of pieces of citizen correspondence and government casework transactions. Today, the LMIT team supports over 10,000 users in 1,500 Congressional offices on Capitol Hill and nationwide in federal, state, and local government offices. A proven product and refined delivery system keep your investment low and your returns high.

Choose LMIT IQ to help you serve your citizens. Acquiring IQ is easy and affordable through our GSA Federal Supply Schedule.

Inform

Reach out to citizens with postal or electronic mail delivering the news that they are most interested in. Information alerts and awareness campaigns are executed easily and efficiently.

Investigate

Harness the power of IQ to process casework or conduct investigations while capturing all the information, assembling all the facts, and following all the rules. IQ's workflow helps you ensure that investigations are completed thoroughly and consistently.

Collaborate

When it comes time to organize a meeting between large groups and assign tasks based on the specific roles of staff and management, IQ Roles adds structure to otherwise chaotic processes. Accountability and capability are united with common sense tracking tools for effective government.



IQ Suite – Modules Designed to Meet Specific Government Needs

The IQ suite comprises a series of modules that are tailored to meet your precise needs.

IQ People tracks the people and organizations you serve. Names, addresses, and contact information are easily created, edited, stored, searched, classified, and reported.

IQ Extended Workflow, unlike traditional workflow applications, offers you the opportunity to expand IQ's capabilities to include non-IQ users and the power to track each step of the process.

IQ Correspondence records and manages every contact, including letters, e-mail, faxes, phone calls, visits, and meetings, and lets you respond quickly and easily.

IQ Internet Mail Agent scans the subject matter of incoming e-mail, routes messages to the appropriate staff, and can be used to quickly respond to senders via e-mail using standard letter text or personalized notes.

IQ Workflow allows you to use a single system to capture information and assemble facts; route information for action, approval, or review; track people, documents, and decisions; and keep all pertinent data in one central place.

IQ Events offers you a comprehensive group scheduling and event management system that also integrates IQ People and Correspondence records to help you better prepare for each event.

IQ Web Forms enables your constituents to make requests, fill out applications, or simply post their opinions 24 hours a day. IQ's interface lets you quickly create web forms that collect the information that is most important to you.

IQ Eyes Only, an add-on product, offers a record-level security system to easily identify records that are secured and records that are available for general access.

IQ Roles, an add-on product, allows you to organize groups and assign tasks based on specific roles. IQ Roles tracks legislative positions, agency or department responsibilities, meeting attendance, and more.

IQ Boards and Commissions, an add-on product, provides efficient, comprehensive tracking and management of vacancies, candidates, and current membership of boards, commissions, and other appointed organizations.



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